R. Hance Haney
Executive Director – Federal Regulatory

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ride the light

Qwest.

July 12, 2002

Ex Parte

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W., TW-B204
Washington, D.C. 20554

> Re: *Application of Qwest Communications International, Inc.*
> *To Provide In-Region InterLATA Services in the States of Colorado, Idaho,*
> *Iowa, Nebraska and North Dakota,* Docket No. 02-148

Dear Ms. Dortch:

In response to a request from Commission staff, Qwest is providing information regarding:
(1) LSRs that IMA determines are flow-through eligible ("FTE"); (2) FTE LSRs that the
Flow-Through System ("FTS") submits to the Service Order Processor ("SOP"); (3)
Manually processed LSRs that are rejected by the SOP; and (4) Manually processed LSRs
that are immediately rejected by the Service Delivery Coordinators ("SDCs").

The twenty-page limit does not apply as set forth in DA 02-1390.

Sincerely,

Hance Haney

cc: M. Carowitz
       E. Yockus
       G. Remondino
       M. Cohen
       J. Jewel
       P. Baker
       C. Post
       P. Fahn
       B. Smith

Qwest Response to FCC Request for Supplemental Data

FCC Request (6/28/02)

For each state in the ROC I filing, provide a table with CLEC-specific information for the following:

1. LSRs that IMA determines are flow-through eligible ("FTE");

2. FTE LSRs that the Flow-Through System ("FTS") submits to the Service Order Processor ("SOP");

3. Manually processed LSRs that are rejected by the SOP;

4. Manually processed LSRs that are immediately rejected by the Service Delivery Coordinators ("SDCs").

Sample tables provided by the FCC are attached.

Qwest Response (7/12/02)

The attached tables are responsive to requests 1, 2 and 4. Source date for each table can be found below. Also attached are pages from Qwest's Wholesale Website describing, in connection with Table 4, the circumstances under which manually processed LSRs are rejected by the SDCs. That information can be found beginning on page 12 of the attachment. Qwest does not possess the data necessary to respond to request 3 because it does not track the number of times a Qwest Service Center representative submits an order before it is accepted.

Assumptions for All Tables

- The timeframe to be included is aggregated for Jan – Apr 2002.
- All products should be aggregated together.
- Universe is orders submitted via IMA-GUI and IMA -EDI.

Table 1: Source Data

- Total Volume of Submitted LSRs = Denominator of PO-2A
- No. of electronically submitted LSRs that IMA finds FLE = Denominator of PO-2B
- % of Total = Denominator of PO-2B/ Denominator of PO-2A

1

<u>Table 2: Source Data</u>

- Total Volume = Denominator of PO-2B
- No. of FLE LSRs that flow through to SOP = Numerator of PO-2B
- % of Total = Numerator of PO-2B/ Denominator of PO-2B

<u>Table 4: Source Data</u>

- Total Volume LSRs placed in manual queue = Sum of PO-4A-1 and PO-4B-1 Denominators, excluding those LSRS that were rejected at the BPL Layer and selecting by state code, less the PO-2A numerator, modified to include line sharing orders that flow through but are not normally included in PO-2A
- No. of LSRs SDCs immediately reject = Sum of Denominators of PO-3A-1 and PO-3B-1
- % of Total = No. of LSRs SDCs immediately reject/ Total Volume LSRs place in manual queue

Breakdown of LSRs that IMA determines are FLE
(10 Tables Total)

#1

EDI LSRs - Colorado			
CLEC Name	Total Volume of sumbitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
CLEC 4	855	715	83.63%
CLEC 5	3428	1919	55.98%
CLEC 12	2141	1362	63.62%
CLEC 17	4	3	75.00%
CLEC 23	10387	6666	64.18%
CLEC 27	448	95	21.21%
CLEC 29	451	290	64.30%
CLEC 31	3055	2750	90.02%
CLEC 32	4	4	100.00%
CLEC 36	799	706	88.36%
CLEC 37	2	2	100.00%
CLEC 39	19175	13201	68.84%
CLEC 40	1	1	100.00%
CLEC 79	1		0.00%

#2

EDI LSRs - Iowa			
CLEC Name	Total Volume of sumbitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
CLEC 23	8496	3817	44.93%
CLEC 29	210	120	57.14%
CLEC 32	6	5	83.33%

#3

EDI LSRs - Idaho			
CLEC Name	Total Volume of sumbitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
CLEC 23	4935	3597	72.89%
CLEC 29	143	98	68.53%

#4

EDI LSRs - North Dakota			
CLEC Name	Total Volume of sumbitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
CLEC 23	1396	634	45.42%
CLEC 29	27	15	55.56%

#5

EDI LSRs - Nebraska			
CLEC Name	Total Volume of sumbitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
CLEC 23	6476	4937	76.24%
CLEC 29	88	62	70.45%
CLEC 32	4	4	100.00%

Breakdown of LSRs that IMA determines are FLE
(10 Tables Total)

#6

CLEC Name	Total Volume of sumbitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
GUI LSRs - Colorado			
CLEC 1	42	10	23.81%
CLEC 2	2090	683	32.68%
CLEC 3	29	25	86.21%
CLEC 5	26	23	88.46%
CLEC 6	5	2	40.00%
CLEC 8	3		0.00%
CLEC 9	2	2	100.00%
CLEC 10	2	2	100.00%
CLEC 11	343	300	87.46%
CLEC 12	197	82	41.62%
CLEC 13	137	123	89.78%
CLEC 14	57	44	77.19%
CLEC 15	2575	2362	91.73%
CLEC 16	601	302	50.25%
CLEC 17	107	73	68.22%
CLEC 19	355	269	75.77%
CLEC 21	3123	2357	75.47%
CLEC 22	4		0.00%
CLEC 23	1352	812	60.06%
CLEC 24	91	8	8.79%
CLEC 25	31	21	67.74%
CLEC 26	10809	8154	75.44%
CLEC 27	97	27	27.84%
CLEC 28	609	467	76.68%
CLEC 29	19	1	5.26%
CLEC 30	4907	4301	87.65%
CLEC 31	268	243	90.67%
CLEC 33	3		0.00%
CLEC 34	250	128	51.20%
CLEC 35	1		0.00%
CLEC 37	445	364	81.80%
CLEC 38	331	263	79.46%
CLEC 39	3428	2241	65.37%
CLEC 41	16	3	18.75%
CLEC 42	111	1	0.90%
CLEC 43	414	46	11.11%
CLEC 44	1	1	100.00%
CLEC 45	79	63	79.75%

#7

CLEC Name	Total Volume of sumbitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
GUI LSRs - IOWA			
CLEC 46	33	22	66.67%
CLEC 47	3	2	66.67%
CLEC 48	38	28	73.68%
CLEC 9	4327	3935	90.94%
CLEC 49	788	581	73.73%
CLEC 50	1131	887	78.43%
CLEC 11	191	173	90.58%
CLEC 51	414	245	59.18%
CLEC 52	66	19	28.79%
CLEC 53	2147	1747	81.37%
CLEC 16	357	170	47.62%
CLEC 54	347	235	67.72%
CLEC 55	105	97	92.38%
CLEC 56	388	267	68.81%
CLEC 57	124	83	66.94%
CLEC 23	591	236	39.93%
CLEC 25	1	1	100.00%
CLEC 29	3		0.00%
CLEC 58	133	75	56.39%
CLEC 30	4444	4025	90.57%
CLEC 59	1	1	100.00%
CLEC 60	1140	870	76.32%
CLEC 61	110	73	66.36%
CLEC 62	21	5	23.81%
CLEC 45	11	9	81.82%
CLEC 61	110	73	66.36%
CLEC 62	21	5	23.81%
CLEC 45	11	9	81.82%

Breakdown of LSRs that IMA determines are FLE
(10 Tables Total)

#8

GUI LSRs - Idaho			
CLEC Name	Total Volume of sumbitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
CLEC 48	219	171	78.08%
CLEC 63	53	16	30.19%
CLEC 16	25	14	56.00%
CLEC 64	131	64	48.85%
CLEC 65	3		0.00%
CLEC 80	1		0.00%
CLEC 23	1051	735	69.93%
CLEC 66	14	9	64.29%
CLEC 28	20	15	75.00%
CLEC 29	13		0.00%
CLEC 67	3		0.00%
CLEC 68	16	13	81.25%
CLEC 69	6	2	33.33%
CLEC 70	153	120	78.43%

#9

GUI LSRs - North Dakota			
CLEC Name	Total Volume of sumbitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
CLEC 71	958	337	35.18%
CLEC 11	1		0.00%
CLEC 53	82	70	85.37%
CLEC 16	142	48	33.80%
CLEC 72	385	109	28.31%
CLEC 73	568	316	55.63%
CLEC 23	18	10	55.56%
CLEC 74	153	95	62.09%
CLEC 30	1218	1109	91.05%
CLEC 68	25	21	84.00%
CLEC 75	314	102	32.48%
CLEC 76	1755	979	55.78%
CLEC 45	3	2	66.67%

#10

GUI LSRs - Nebraska			
CLEC Name	Total Volume of sumbitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
CLEC 46	1596	755	47.31%
CLEC 49	9469	6908	72.95%
CLEC 11	17	17	100.00%
CLEC 53	1286	1063	82.66%
CLEC 16	350	156	44.57%
CLEC 54	8	2	25.00%
CLEC 23	424	308	72.64%
CLEC 77	326	221	67.79%
CLEC 28	49	28	57.14%
CLEC 29	9		0.00%
CLEC 58	53	36	67.92%
CLEC 30	2414	2222	92.05%
CLEC 78	196	146	74.49%
CLEC 68	9	6	66.67%
CLEC 39	40	9	22.50%

Breakdown of FLE LSRs that FTS Submits to SOPs
(10 Tables Total)

#1

EDI LSRs - Colorado			
CLEC Name	Total Volume	No. of FLE LSRs that flow thru to SOP	% of Total
CLEC 4	715	676	94.55%
CLEC 5	1919	1760	91.71%
CLEC 12	1362	1282	94.13%
CLEC 17	3	2	66.67%
CLEC 23	6666	6047	90.71%
CLEC 27	95	82	86.32%
CLEC 29	290	276	95.17%
CLEC 31	2750	2553	92.84%
CLEC 32	4	0	0.00%
CLEC 36	706	656	92.92%
CLEC 37	2	0	0.00%
CLEC 39	13201	12764	96.69%
CLEC 40	1	1	100.00%

#2

EDI LSRs - Iowa			
CLEC Name	Total Volume	No. of FLE LSRs that flow thru to SOP	% of Total
CLEC 23	3817	3265	85.54%
CLEC 29	120	99	82.50%
CLEC 32	5	0	0.00%

#3

EDI LSRs - Idaho			
CLEC Name	Total Volume	No. of FLE LSRs that flow thru to SOP	% of Total
CLEC 23	3597	3251	90.38%
CLEC 29	98	86	87.76%

#4

EDI LSRs - N Dakota			
CLEC Name	Total Volume	No. of FLE LSRs that flow thru to SOP	% of Total
CLEC 23	634	559	88.17%
CLEC 29	15	15	100.00%
CLEC 32	3	0	0.00%

#5

EDI LSRs - Nebraska			
CLEC Name	Total Volume	No. of FLE LSRs that flow thru to SOP	% of Total
CLEC 23	4937	4675	94.69%
CLEC 29	62	44	70.97%
CLEC 32	4	0	0.00%

Breakdown of FLE LSRs that FTS Submits to SOPs
(10 Tables Total)

#6

GUI LSRs - Colorado			
CLEC Name	Total Volume	No. of FLE LSRs that flow thru to SOP	% of Total
CLEC 1	10	6	60.00%
CLEC 2	683	600	87.85%
CLEC 3	25	24	96.00%
CLEC 5	23	22	95.65%
CLEC 6	2	2	100.00%
CLEC 9	2	1	50.00%
CLEC 10	2	2	100.00%
CLEC 11	300	289	96.33%
CLEC 12	82	79	96.34%
CLEC 13	123	118	95.93%
CLEC 14	44	42	95.45%
CLEC 15	2362	2265	95.89%
CLEC 16	302	282	93.38%
CLEC 17	73	71	97.26%
CLEC 19	269	252	93.68%
CLEC 21	2357	2249	95.42%
CLEC 23	812	766	94.33%
CLEC 24	8	5	62.50%
CLEC 25	21	20	95.24%
CLEC 26	8154	7452	91.39%
CLEC 27	27	21	77.78%
CLEC 28	467	388	83.08%
CLEC 29	1	1	100.00%
CLEC 30	4301	4171	96.98%
CLEC 31	243	239	98.35%
CLEC 34	128	112	87.50%
CLEC 37	364	331	90.93%
CLEC 38	263	251	95.44%
CLEC 39	2241	1962	87.55%
CLEC 41	3	3	100.00%
CLEC 42	1	0	0.00%
CLEC 43	46	36	78.26%
CLEC 44	1	1	100.00%
CLEC 45	63	63	100.00%

#7

GUI LSRs - Iowa			
CLEC Name	Total Volume	No. of FLE LSRs that flow thru to SOP	% of Total
CLEC 46	22	20	90.91%
CLEC 47	2	0	0.00%
CLEC 48	28	28	100.00%
CLEC 9	3935	3794	96.42%
CLEC 49	581	570	98.11%
CLEC 50	887	829	93.46%
CLEC 11	173	160	92.49%
CLEC 51	245	244	99.59%
CLEC 52	19	18	94.74%
CLEC 53	1747	1704	97.54%
CLEC 16	170	145	85.29%
CLEC 54	235	198	84.26%
CLEC 55	97	92	94.85%
CLEC 56	267	250	93.63%
CLEC 57	83	78	93.98%
CLEC 23	236	223	94.49%
CLEC 25	1	1	100.00%
CLEC 58	75	66	88.00%
CLEC 30	4025	3833	95.23%
CLEC 59	1	1	100.00%
CLEC 60	870	818	94.02%
CLEC 61	73	70	95.89%
CLEC 62	5	5	100.00%
CLEC 45	9	8	88.89%

Breakdown of FLE LSRs that FTS Submits to SOPs
(10 Tables Total)

#8

GUI LSRs - Idaho			
CLEC Name	Total Volume	No. of FLE LSRs that flow thru to SOP	% of Total
CLEC 48	171	159	92.98%
CLEC 63	16	11	68.75%
CLEC 16	14	14	100.00%
CLEC 64	64	43	67.19%
CLEC 23	735	703	95.65%
CLEC 66	9	9	100.00%
CLEC 28	15	11	73.33%
CLEC 68	13	12	92.31%
CLEC 69	2	0	0.00%
CLEC 70	120	117	97.50%

#9

GUI LSRs - N Dakota			
CLEC Name	Total Volume	No. of FLE LSRs that flow thru to SOP	% of Total
CLEC 71	337	275	81.60%
CLEC 53	70	70	100.00%
CLEC 16	48	41	85.42%
CLEC 72	109	80	73.39%
CLEC 73	316	272	86.08%
CLEC 23	10	8	80.00%
CLEC 74	95	73	76.84%
CLEC 30	1109	1044	94.14%
CLEC 68	21	19	90.48%
CLEC 75	102	74	72.55%
CLEC 76	979	910	92.95%
CLEC 45	2	1	50.00%

#10

GUI LSRs - Nebraska			
CLEC Name	Total Volume	No. of FLE LSRs that flow thru to SOP	% of Total
CLEC 46	755	621	82.25%
CLEC 49	6908	6818	98.70%
CLEC 11	17	17	100.00%
CLEC 53	1063	1024	96.33%
CLEC 16	156	131	83.97%
CLEC 54	2	2	100.00%
CLEC 23	308	266	86.36%
CLEC 77	221	196	88.69%
CLEC 28	28	24	85.71%
CLEC 58	36	25	69.44%
CLEC 30	2222	2090	94.06%
CLEC 78	146	127	86.99%
CLEC 68	6	5	83.33%
CLEC 39	9	7	77.78%

Breakdown of How Many Manually Processed LSRs are Immediately Rejected by SDC
(5 Tables Total)

Colorado			
CLEC	Total Volume LSRs placed in Manual Queue	No. of LSRs SDCs immediately Reject	% of Total
CLEC 1	40	7	17.50%
CLEC 2	2249	226	10.05%
CLEC 3	6	1	16.67%
CLEC 4	254	46	18.11%
CLEC 5	2092	479	22.90%
CLEC 6	15	0	0.00%
CLEC 7	9	6	66.67%
CLEC 8	2	1	50.00%
CLEC 9	1	0	0.00%
CLEC 10	0	0	0.00%
CLEC 11	70	7	10.00%
CLEC 12	5702	613	10.75%
CLEC 13	28	9	32.14%
CLEC 14	21	7	33.33%
CLEC 15	401	96	23.94%
CLEC 16	376	44	11.70%
CLEC 17	44	5	11.36%
CLEC 18	2	2	100.00%
CLEC 19	121	24	19.83%
CLEC 20	1	1	100.00%
CLEC 21	1001	150	14.99%
CLEC 22	13	3	23.08%
CLEC 23	14324	2175	15.18%
CLEC 24	108	32	29.63%
CLEC 25	14	4	28.57%
CLEC 26	4021	756	18.80%
CLEC 27	461	53	11.50%
CLEC 28	299	97	32.44%
CLEC 29	291	23	7.90%
CLEC 30	834	100	11.99%
CLEC 31	629	104	16.53%
CLEC 32	10	7	70.00%
CLEC 33	9	6	66.67%
CLEC 34	179	63	35.20%
CLEC 35	1	0	0.00%
CLEC 36	248	111	44.76%
CLEC 37	137	26	18.98%
CLEC 38	119	47	39.50%
CLEC 39	8344	548	6.57%
CLEC 40	0	0	0.00%
CLEC 41	21	9	42.86%

Iowa			
CLEC	Total Volume LSRs placed in Manual Queue	No. of LSRs SDCs immediately Reject	% of Total
CLEC 46	14	2	14.29%
CLEC 47	26	6	23.08%
CLEC 48	13	3	23.08%
CLEC 9	622	102	16.40%
CLEC 49	208	8	3.85%
CLEC 50	342	41	11.99%
CLEC 11	42	7	16.67%
CLEC 51	168	5	2.98%
CLEC 52	58	11	18.97%
CLEC 53	493	50	10.14%
CLEC 16	236	18	7.63%
CLEC 54	153	14	9.15%
CLEC 55	15	2	13.33%
CLEC 56	150	15	10.00%
CLEC 57	138	8	5.80%
CLEC 23	19553	3017	15.43%
CLEC 25	0	0	0.00%
CLEC 29	121	10	8.26%
CLEC 58	79	16	20.25%
CLEC 30	720	108	15.00%
CLEC 59	0	0	0.00%
CLEC 32	9	3	33.33%
CLEC 60	331	35	10.57%
CLEC 61	172	5	2.91%
CLEC 62	9	2	22.22%
CLEC 45	7	4	57.14%

Breakdown of How Many Manually Processed LSRs are Immediately Rejected by SDC
(5 Tables Total)

CLEC 42	213	29	13.62%
CLEC 43	377	24	6.37%
CLEC 44	0	0	0.00%
CLEC 45	24	10	41.67%

Idaho

CLEC	Total Volume LSRs placed in Manual Queue	No. of LSRs SDCs immediately Reject	% of Total
CLEC 48	68	11	16.18%
CLEC 63	66	9	13.64%
CLEC 16	10	0	0.00%
CLEC 64	87	7	8.05%
CLEC 65	5	2	40.00%
CLEC 23	2585	499	19.30%
CLEC 66	6	1	16.67%
CLEC 28	10	1	10.00%
CLEC 29	86	14	16.28%
CLEC 67	3	0	0.00%
CLEC 68	5	1	20.00%
CLEC 69	5	0	0.00%
CLEC 70	48	16	33.33%

N Dakota

CLEC	Total Volume LSRs placed in Manual Queue	No. of LSRs SDCs immediately Reject	% of Total
CLEC 71	737	65	8.82%
CLEC 11	2	1	50.00%
CLEC 53	12	0	0.00%
CLEC 16	109	13	11.93%
CLEC 72	350	52	14.86%
CLEC 73	312	35	11.22%
CLEC 23	4290	616	14.36%
CLEC 74	104	17	16.35%
CLEC 29	14	2	14.29%
CLEC 30	223	47	21.08%
CLEC 32	15	12	80.00%
CLEC 68	8	2	25.00%
CLEC 75	315	38	12.06%
CLEC 76	924	72	7.79%
CLEC 45	1	0	0.00%

Nebraska

CLEC	Total Volume LSRs placed in Manual Queue	No. of LSRs SDCs immediately Reject	% of Total
CLEC 46	1015	62	6.11%
CLEC 49	2625	113	4.30%
CLEC 11	0	0	0.00%
CLEC 53	298	35	11.74%
CLEC 16	262	26	9.92%
CLEC 54	6	0	0.00%
CLEC 23	2457	479	19.50%
CLEC 77	160	26	16.25%
CLEC 28	28	4	14.29%
CLEC 29	55	6	10.91%
CLEC 58	28	3	10.71%
CLEC 30	420	104	24.76%
CLEC 32	10	6	60.00%
CLEC 78	72	5	6.94%
CLEC 68	6	2	33.33%

Breakdown of How Many Manually Processed LSRs are Immediately Rejected by SDC
(5 Tables Total)

CLEC 39	34	4	11.76%

CLEC 39	34	4	11.76%

FCC Request for Supplemental LSR Data – 6/28/02

- **Breakdown of LSRs that IMA determines are FLE – 10 tables total**

(Interface used, i.e GUI) LSRs– (STATE, i.e ND)

CLEC Name	Total Volume of submitted LSRs	No. of electronically submitted LSRs that IMA finds FLE	% of Total
1			
2			

- **Breakdown of FLE LSRs that FTS submits to SOP – 10 tables total**

(Interface used, i.e GUI) LSRs– (STATE, i.e ND)

CLEC Name	Total Volume	No. of FLE LSRs that flow through to SOP	% of Total
1			
2			

- **Breakdown of how many manually processed LSRs are kicked out by SOP – 5 Tables**

(STATE, i.e. ND)

CLEC	Total Volume of SDC approved LSRs	No. of SDC processed LSRs that SOP kicks out due to error	% of Total
1			
2			

- **Breakdown of how many manually processed LSRs are immediately rejected by SDCs – 5 Tables**

(STATE, i.e ND)

CLEC	Total Volume LSRs placed in manual queue	No. of LSRs SDCs immediately reject	% of Total
1			
2			

Wholesale

Products & Services

Business Procedures

▶ **Getting Started**

  -Facility Based CLECs

  -Resellers

▶ **Account Team**

▶ **Billing - Additional Output**

▶ **Billing - Billing Percentage Worksheet**

▶ **Billing - Billing & Receivable Tracking (BART)**

▶ **Billing - Customer Records and Information System (CRIS)**

▶ **Billing - Daily Usage File (DUF)**

▶ **Billing - Integrated Access Billing System (IABS)**

▶ **Billing - Taxes and Tax Exemption**

▶ **Bona Fide Request (BFR) & Special Request (SR) Processes**

▶ **Calling Card/LIDB**

▶ **CLEC Requested UNE Construction (CRUNEC)**

▶ **Common Language**

▶ **Customer Contacts**

Business Procedures

Ordering Overview - V17.0

History Log

Description

Qwest offers various ordering methods to submit service requests for your Unbundled Network Elements (UNEs), Resale or Interconnection products and services with functions that include, but are not limited to, the following:

- Submitting service requests electronically or manually
- Preparing a service request
- Requesting Design Layout Reports (DLR)
- Relating service requests and managed projects
- Submitting a service request
- Editing errors and rejections
- Issuing supplements and/or cancels
- Acknowledging receipt of your service request
- Monitoring the status of your service request

The matrix below groups Qwest Wholesale Products and Services by the various forms used to submit service requests. Since Ordering functions vary by individual product and service, refer to specific documentation in the Wholesale Products and Services Web pages.

Qwest's Wholesale Products and Services Submitted on Local Service Ordering Guidelines (LSOG) forms	
• Centrex and Centrex 21 • Digital Subscriber Line (DSL) see Qwest DSL Resale • Directory Listings • Integrated Services Digital Network (ISDN)- Basic Rate Interface (BRI) • Loop Splitting (Unbundled Loop sharing) • Network Interface Device (NID) • Interim Number Portability (INP)/ Local Number Portability (LNP)	• Unbundled ISDN- Primary Rate Interface (PRI) DID/ PBX/ DOD Facility/ Trunk Member • Unbundled Switch Trunk-side Facilities • Unbundled Switching Line/ Trunk-side Facilities • Unbundled Digital Line-side Switch Port (DLSP)- BRI ISDN Capable • Unbundled Distribution Loop • Unbundled Distribution

- Resale Centrex and Centrex 21
- Qwest DSL Resale
- Resale Designed Trunks (Exception: Direct Inward Dialing (DID) one-way incoming trunk)
- Resale DID In Only Trunks
- Resale Digital Switched Services (DSS)
- Resale Frame Relay
- Resale ISDN-BRI
- Resale Public Access Line (PAL)
- Resale Private Branch Exchange (PBX) for Plain Old Telephone Service (POTS) - Non-Designed trunks
- Resale POTS
- Resale Private Line
- Resale Single Line see Resale ISDN-BRI
- Shared Distribution Loop
- Shared Interoffice Transport
- Shared Loop (Line Sharing)
- Unbundled DID/ PBX/ Direct Outward Dialing (DOD) Facility/ Trunk Member

Loop with INP/ LNP
- Unbundled Feeder Loop
- Unbundled Local Loop
- Unbundled Local Loop DLSP/ Asymmetrical Digital Subscriber Line (ADSL) Capable
- Unbundled Local Loop with INP/ LNP
- Unbundled Local Sub-Loop
- Unbundled Local Switching (Port)
- Unbundled Packet Switching (UPS)
- Unbundled Switch DLSP/ Analog Line Side Switch Port (ALSP)
- Unbundled Switch Digital/ Analog Trunk Facilities
- Enhanced Extended Loop (EEL)
- UNE Combinations
- Unbundled Network Element-Platform (UNE-P) Centrex and Centrex 21
- UNE-P DID Trunks
- UNE-P DSS
- UNE-P ISDN-BRI
- UNE-P Line Splitting
- UNE-P PBX Analog Trunks
- UNE-P PRI
- UNE-P POTS

Qwest's Wholesale Products and Services Submitted on Access Service Ordering Guidelines (ASOG) Forms

- Data Base Services
- Digital Data Services (DDS)- Private Line Transport Service (PLTS) for Access
- Feature Groups A/B/C/D, Service Access Code (SAC), NXX, Local Trunking
- Hi-Cap Facilities (Digital Signal level 1 (DS1), Digital Signal level 3 (DS3), etc.)
- Jointly Provided Switch Access- Feature Groups A/B/C/D (Meet Point Billing)
- Local Interconnect Services (LIS)
- Local Tandem Switching
- Private Line see PLTS for Access

- PLTS
- Self Healing Network Services (SHNS)
- Signaling System 7 (SS7) Links
- Synchronous Service Transport (SST)
- Unbundled Dark Fiber (UDF)
- Unbundled Dedicated Interoffice Transport (UDIT)
- Unbundled Multiplexer
- Unbundled Signaling Transfer Points (STP) Port
- Wireless Interconnect Services Type I
- Wireless Interconnect Services Type 2

Submitted on Special Forms

- Collocation and Remote Collocation

▶ **Telecommunications Associations**

▶ **Unauthorized Service Provider Change**

▶ **USOC/FID Finder**

- Poles, Ducts and Right of Way
- Central Office- Automatic Call Distribution (CO-ACD) Service

Interconnect Mediated Access (IMA) functions described in this section do not apply to Wholesale Interconnection Products and Services (e.g., LIS, UDF, and UDIT). Refer to individual Wholesale Products and Services to identify requirements for services ordered on ASOG forms.

Complete details on Qwest's IMA Ordering functionality can be found in the IMA User's Guide.

Qwest's Service Interval Guidelines are defined in the Service Interval Guide (SIG).

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Implementation

Product Prerequisites

Qwest offers various methods to submit service requests. Electronic access can be accomplished three different ways:

- **Dial-up capability** - Log on to Qwest's ordering systems from your local computer.

- **Direct connection via a dedicated circuit (IMA Electronic Data Interchange (EDI) or EXACT)** - Recommended for Competitive Local Exchange Carriers (CLECs) generating large volumes with more than 50 staff members accessing ordering systems.

- **Web Access** - Access IMA and other Qwest Graphical User Interface (GUI) tools from your desktop computer.

Requirements for accessing Qwest's ordering systems are defined in the New Customer Questionnaires, the Electronic Access Checklist, and the Operations Support System Checklist. Contact your Qwest Service Manager if you need additional information.

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Submitting Service Requests Electronically or Manually

- **Telecommunications Information Access Ordering Systems (TELecommunication Information System (TELIS) - UNIX)** Allows you to electronically submit ASRs to request trunking and facilities between you and Qwest for LIS, interstate and intrastate-switched access, and PLTS offered for the origination and/or termination of inter-exchange traffic.

- **IMA GUI or EDI Interface** IMA allows you to submit service requests via a web based GUI or EDI. To access the IMA Ordering functions you need to be properly set up and complete a Personal Profile. Refer to the IMA Connection Guide for information.

- **Facsimile for Non Electronic Interface CLECs**
  If you do not have access to Qwest Electronic Interface Tools, you may submit your service requests to Qwest via facsimile. Refer to the Contact section at the end of this document for a list of Qwest service centers.

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Service Request Preparation

Qwest specific forms and field entry requirements are identified in the LSOG and the ASOG.

When adding, changing or removing features, e.g., Call Forwarding, Voice Mail, or Hunting, you should review the entire Customer Service Record (CSR) for impacts to all lines on the account. You are responsible for adding, removing, and changing all appropriate Universal Service Order Codes (USOCs) on the applicable LSOG or ASOG form.

When ordering 4-wire finished services, two terminations are required for the connection when terminating into a collocation space. Qwest Engineering uses consecutive terminations using the 2-wire termination, you provide as the transmit pair to the end-user, and your next consecutive 2-wire termination for the receiving transmit into the Collocation space. To prevent a delay, submit a termination that also has a consecutive spare termination. If two consecutive terminations are not available, a busy facility jeopardy code is assigned and your service request is returned so you can correct the Connecting Facility Assignment (CFA) for the consecutive terminations. Impacted Wholesale products and services include:

- ISDN - PRI
- DDS
- Hi-Cap Facilities (DS1, DS3, etc.)
- LIS
- Local Tandem Switching
- Private Line see PLTS for Access
- PLTS
- SHNS
- SS7
- SST

Refer to individual Wholesale Interconnection Products and Services Web pages for specific ordering information and LSOG and ASOG requirements.

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Requesting DLR

The IMA DLR function automates the manual process of requesting a DLR so you can view, retrieve and print Design Layout Records at your desktop. More details related to accessing Design Layout Records in IMA can be found in the IMA User's Guide.

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Relating Service Requests and Managed Projects

Related service requests and/or projects are defined as "any request for service by a single CLEC resulting in the issuance of multiple service requests that must be worked simultaneously for the request to be completed". If the related service requests constitute a project, each service request must have an assigned Project ID and a Project Manager/Coordinator monitoring the project. The Project ID is entered in the "PROJECT" field on the Local Service Request (LSR) form. A designated Single Point of Contact (SPOC) will coordinate the project and your Qwest Service Manager will work with you to negotiate the project on an individual case basis.

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Submitting a Service Request - IMA

Once all the forms are completed, the Order Submit Confirmation screen enables you to view basic information and submit your service request. IMA alerts you to some errors on the various forms prior to submitting your service request. Return to the LSOG information, select the form(s) to make the necessary changes, and submit your service request. Additional information related to submitting a service request can be found in the IMA User's Guide.

After a service request has been submitted via IMA, specific product categories are eligible for system Flow Through. The product categories, activity types, and exceptions to Flow Through eligibility are as follows:

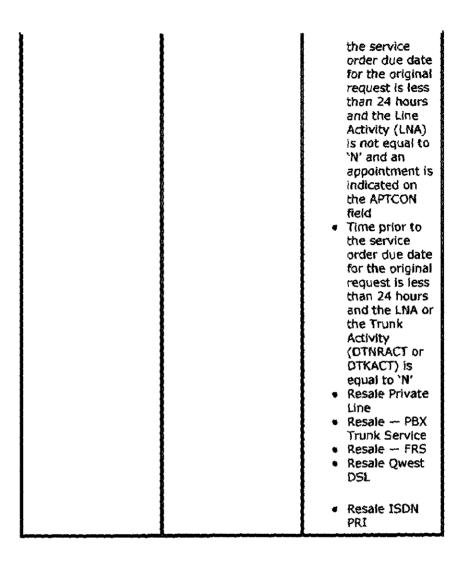| Product Categories	Activity Types (LSR Form Activity (ACT) Field)	Exceptions to Flow Through (Exceptions apply to all versions of IMA except as noted)
Unbundled Local Loop	• Conversion as Specified (ACT V) • New Installation (ACT N) • Disconnect (ACT D) • Outside Move (ACT T)	• CLEC sets manual handling indicator • Supplemental Orders (Due Date Change and Other Change) • Expedites • LSR Quantity >20 ACT "V", "N", "T", and "D" • LSR Quantity > 10 ACT "T" and "D" (IMA versions 10.0 and Post 10.0 LSRs only) • Government Account (Type Of Service (TOS) 3) • Pending orders ACT "V", "N" and "T" (actual or indicated by CLEC) • Related Requests (Related Purchase Order Number (RPON) or Related Order (RORD)) • Partial conversion on accounts with multiline hunting • CLEC sets Address not in

		Database indicator (e.g., new construction) (Address Not Validated (ANV))
		• ADSL Compatible Loop ACT "V", "N" and "T"
		• ISDN BRI Capable Loop ACT "V", "N" and "T"
		• xDSL-I Capable Loop ACT "V", "N" and "T"
		• DS1 Capable Loop ACT "V", "N" and "T"
		• Optical Carrier level n (OCn) Capable Loop ACT "V", "N" and "T"
		• DS3 Capable Loop ACT "V", "N" and "T"
Unbundled Local Loop with LNP	• Conversion as Specified (ACT V) • Conversion as Specified No Directory Listing (ACT Z)	• CLEC sets manual handling indicator • Supplemental Orders (Due Date Change and Other Change) • Expedites • LSR Quantity >20 • Government Account (TOS 3) • Pending orders (actual or CLEC specified) • Related Requests (RPON or RORD) • Partial conversion on accounts with multiline hunting • ADSL Compatible Loop • ISDN Basic Rate (BRI) Capable Loop • xDSL-I Capable Loop • Complex product (non-POTS) porting
LNP	• Conversion as Specified (ACT V) • Conversion as Specified No Directory Listing (ACT Z)	• CLEC sets manual handling indicator • Supplemental orders (Due Date Change and Other Change) • Expedites • LSR Quantity > 20 • Government Account (TOS 3) • Complex products (non-POTS) • Pending Orders (actual or

		CLEC indicated) • Related Requests (RPON or RORD) • Partial conversion on accounts with multiline hunting.
Resale — Local Exchange Services and UNE-P - POTS	• Conversion as is (ACT W) • Conversion as specified (ACT V) • Conversion as Specified No Directory Listing (ACT Z) • Change (ACT C) • New Installation (ACT N) • Disconnect (ACT D) • Outside Move (ACT T) • Restore (ACT B) • Suspend (ACT L) • Deny ACT (Y)	• CLEC sets manual handling indicator • Supplemental Orders (Due Date Change and Other Change) • Expedites • LSR Quantity >20 • Government Account (TOS 3) • Number Changes on multi-line accounts • Pending Orders ACT "W", "V", "Z", "C", "N", "D", "T", "L", and "Y" (actual or CLEC indicated) • Related Requests (RPON or RORD) • Partial conversion on accounts with multiline hunting • CLEC sets Address not in Database indicator (e.g., new construction)(ANV) • Conversions with voice mail rollover • Eastern Region: CLEC to CLEC conversions • Resale POTS to Resale POTS • UNE-P (POTS) to Resale (POTS) • Central and Western Regions: Conversions with TN changes • Telephone number fields populated with placeholders • Resale Qwest DSL • Resale Centrex (Plus, Prime, Centron, 21) • Resale Private Line • Resale ISDN BRI • Resale — PBX Trunk Service • Resale - Frame Relay Service (FRS) • Resale Remote Call Forwarding • Resale - PAL Service • UNE-P — Centrex (Plus, Prime, Centron, 21) • UNE-P - DSS • UNE-P - ISDN PRI

		• UNE-P - ISDN BRI
		• UNE-P - PBX Trunks
		• UNE-P - PAL

Specific products are eligible for system Flow Through when the LSR is canceled (supplemental type 1 request) via IMA. The products, activity types, and exceptions to Flow Through eligibility are as follows:

Products	Activity Types (LSR Form ACT Field)	Exceptions to Flow Through (Exceptions apply to all versions of IMA except as noted)
• Unbundled Local Loop • Unbundled Local Loop with LNP • LNP • Resale- Local Exchange Services — Business and Residence POTS • Resale ISDN BRI • Resale Centrex Plus and Centron, • Resale Centrex Prime • Resale Centrex 21 • Resale — DID Analog In Only Trunk • Resale Design Trunk • UNE-P - POTS	• ALL	• Version of PON prior to cancel is not in an "ISSUED" Status • ACT = N and the Account Number (AN) field is not populated. • For Unbundled Local Loop, Unbundled Local Loop with LNP, Resale Designed Trunks and Resale — DID Analog In Only Trunks: • Time prior to the service order due date for the original request is less than 24 hours • LNP, Resale — Local Exchange Services — Business and Residence POTS, Resale ISDN BRI, Resale Centrex Plus and Centron, Resale Centrex Prime, Resale Centrex 21 and UNE-P — POTS: • Time prior to

		the service order due date for the original request is less than 24 hours and the Line Activity (LNA) is not equal to 'N' and an appointment is indicated on the APTCON field • Time prior to the service order due date for the original request is less than 24 hours and the LNA or the Trunk Activity (DTNRACT or DTKACT) is equal to 'N' • Resale Private Line • Resale — PBX Trunk Service • Resale — FRS • Resale Qwest DSL • Resale ISDN PRI

Submitting a Service Request - Non IMA

If you do not use IMA, submit your service request to the Interconnect Service Center (ISC) via facsimile at 888-796-9089. A Confirmation of Receipt is automatically faxed to your machine.

If the appropriate forms or fields are not complete or accurate, your service request will be returned, via a Notice of Rejection, with a full explanation of what is needed to process the service request.

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Error and Rejection Notifications

While Qwest has taken steps to prevent rejections with helpful up-front edits in IMA, it may be necessary to reject your service request if it is incorrect, incomplete, and/or Qwest has an embargoed Central Office.

Three categories of errors and/or rejections are possible when processing your service request:

- **Non-Fatal Errors**
  Errors the ISC Agent may be able to correct with your approval.

Non-Fatal Error	Example or Explanation
Near match of name or address	End-user Bob's Towing, CSR shows Bob's Automotive
Missing Contact Information	Initiator Telephone or Fax Number
AGency AUTHorization (AGAUTH) "N" with effective date (DATED)	Most likely a typographical error. AGAUTH status should be "Y" with an effective date
Other Missing fields	Missing fields not on Reject Without a Call list

- **Fatal Rejections**
  Fatal Rejections, also known as Fatal Errors, means Qwest does not have enough data, or the correct data, to process your service request. In most instances, IMA will not even allow you to submit your service request if data is missing. When a Notice of Reject is sent, it includes the action you were requesting, the problem(s) encountered and what must happen next on your part. These notifications will be faxed, emailed or made available in the IMA GUI or EDI based on the tool you use to submit service requests.

- **Qwest Rejection Due to Central Office Embargo**
  Central Office embargoes occur for a variety of reasons, including changing the switch and conversions. IMA will validate by NPA-NXX or CLLI code that the Desired Due Date (DDD) of the service request does not fall within an embargo period for the specified Central Office/Switch. If the service request does fall within an embargo period, then IMA shall reject your service request back to you. IMA will include a message on the rejects which reads: "Your desired due date is during an embargo period for the Central Office. Please select a due date on or after xx/xx/xx." The following products will be excluded from this rejection:
  - Unbundled Loop
  - Unbundled Feeder Loop
  - Unbundled Distributed Loop
  - Loop/Number Portability
  - Unbundled Distributed Loop with Number Portability
  - LNP
  - INP

  The following types of activity codes will not be included in rejects for Central Office Embargoes:
  - Disconnects (ACT= Disconnect (D), Line Activity (LNA)=D or ACT=Change (C), LNA=D)
  - Outside Moves (ACT=Outside Move (T), LNA=D)
  - Change Order to Remove (ACT=C, LNA=C, Feature Activity (FA)=D
  - Record Activity Order (ACT=Record (R), LNA=R)
  - Change Order to Deny or Restore Service (ACT= Deny (Y) or Restore (B)

Error Notice Matrix

The following table depicts the type of notification you will receive when an error condition is identified:

If a LSR:	Then:	And:	Additionally:	Then:
Is found to have a fatal error prior to a FOC being sent	Qwest sends a Reject Notification	You resubmit the original LSR with appropriate corrections (not as a supplement)	If the LSR is complete and accurate	Qwest sends you a FOC
Is found to have a non-fatal error prior to a FOC being sent	Qwest sends an Error Notification	Qwest waits a maximum of 4 business hours for you to send a SUP to correct the error(s) or cancel the LSR.	If the error is corrected on a SUP and the LSR is complete and accurate	Qwest sends you a FOC.
			If the error is not corrected within 4 business hours	Qwest cancels the existing service order(s) and sends you a Reject Notification.
Has been accepted and a FOC has been sent and Qwest subsequently detects an error which requires a correction or supplement from you Note: This can be a fatal or non-fatal error condition	Qwest sends you a Jeopardy Notification requesting a LSR correction supplement	Qwest waits a maximum of 4 business hours for you to send a SUP to correct the error(s) or cancel the LSR.	If the error is corrected on a SUP and the LSR is complete and accurate	Qwest sends you a FOC.
			If the error is not corrected within 4 business hours	Qwest cancels the existing service order(s), however, the LSR remains in a Jeopardy status for 30-buusiness days. If the error is not corrected within the 30-business days,

				Qwest sends a Reject Notification.

For information regarding jeopardy notifications refer to Jeopardy Notifications within the Provisioning and Installation Overview.

Rejection Reasons

Rejection reasons are divided into categories based on Qwest's expected response:

Reject Without Calling - Fatal Errors:

- Account not in Qwest local exchange territory
- Authorization data missing (exception: changes to accounts already owned by the CLEC)
- Cannot issue supplement when one or more of the service orders generated from your original service request is completed
- Centrex Category (CAT) code missing
- Centrex USOC missing some or all associated Field Identifiers (FIDs)
- Change activity not allowed unless CLEC owns the account
- CLEC Carrier Name Abbreviation (CCNA) missing or invalid
- CLEC failed to respond to query within specified response interval. Refer to Provisioning and Installation Overview regarding the process of handling this circumstance. Examples include:
    o If, after issuance of service orders and Firm Order Confirmation (FOC), Qwest identifies a CLEC error and the CLEC does not respond to the Jeopardy Notice after 30-business days.
    o If a CLEC does not respond to the Jeopardy Notification that is a result of a Customer Not Ready situation within 30-business days
- CLEC unavailable for contact (no email or voice mail, no answer to telephone call)
- Conversion or Disconnect request fails to address all telephone numbers on account, or on Centrex Department or Different Premise Address (DPA)
- DSS trunk New Connect or Disconnect request does not reference related Purchase Order Number (PON) for facility, facility Disconnect or New Connect does not reference related PON for trunks
- End-user authorization information missing
- End-user name, telephone number(s) and address mismatched, missing or incomplete
- Entries on forms illegible
- Features on account are not compatible with requested features
- INP/LNP request includes numbers disconnected more than 3 days ago
- Service request involves multiple Account Telephone Numbers (ATN) (requires additional requests, one for each ATN)
- Service request requests work on a non-working account
- No valid Interconnect Agreement or tariff
- Pending service request that is service affecting and/or work impacting
- PON and Version combination cannot be reused for 2 years from due date of original request

- Product and service description does not enable Qwest to determine USOC or FIDs to be used
- Requested activity has already been requested or performed
- Required forms missing or incomplete
- Some or all telephone numbers are not associated with the ATN listed on the service request (see exception to rule below)
- Unable to locate premises address
- Unbundled Loop request contains missing or invalid Point of Interface (POI) or CFA, or specified slot is in use
- Wrong forms submitted

Contact CLEC to Resolve - Non-Fatal Errors:
When an error condition is identified on a LSR form that is not one of the rejection reasons listed above, it is considered to be a non-fatal error. When a non-fatal error is identified, an error notice is sent advising you that action is required to correct the condition. Examples of non-fatal errors include:

- Near match of name or address
- Near match of Centrex information (e.g., Common Block)
- Missing fields-except those which result in a rejection without a cal
- End-user contact information missing
- AGAUTH status field shows "N" instead of "Y" with an effective date (Usually a typographical error)

Error Situations - IMA:

- **Active Status:** With the exception of new service requests, all CSRs must be in an Active status for the service request to be processed. If the CSR has a Final status, IMA automatically rejects your service request and displays an error message.
- **Resale POTS, PBX, or ISDN with invalid USOCs:** Your service request will be rejected with a list of invalid USOCs displayed.
- **Note IMA EDI:** With one exception, all service requests with missing or incorrect information are rejected. Exception is a cosmetic fix to an address, such as changing "Av" to "Ave. ".

LNP Note: Refer to the Provisioning Section of our Local Number Portability (LNP) Web page for additional reject processing specific to LNP.

Resubmitting a Rejected Service Request

Generally, a rejected service request is resubmitted by the party making the error. If you submitted an invalid CFA for an Unbundled Loop (UBL), you will need to resubmit the service request. If Qwest rejects a service request in error, we will resume processing as soon as the error is brought to our attention. At your direction, Qwest will place the service request back into normal processing with or without a supplement and issue a subsequent FOC.

Note: Qwest does not charge you for submitting a supplement or resubmitting a service request. Contact your Qwest Service Manager if you have further questions around this issue.

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Supplements and Canceled Service Requests

You may submit a service request that serves as a request to cancel or to add/change an already existing, previously submitted service request, by submitting a supplement and incrementing the version number on the PON. If one or more of the service orders generated from your original service request is completed, a supplement and/or cancel will not be accepted. Once the activity requested on a PON is completed or canceled, a new service request with a new PON must be submitted.

Notes:

- Partial cancellations should have a "3" in the SUP field of the LSR form not a "1" for a full cancellation.
- Changes to desired due date in conjunction with other changes to ⨠ pending service request should be submitted with a "3" in the SUP field of the LSR form not a "2" for a due date change only.
- Supplemental service requests require an entry in the REMARKS field of the LSR form to identify the changes. In addition to the changed fields, the remainder of the service request must be identical to the original service request.
- Supplemental service requests are considered a full replacement for previously submitted service request(s), e.g., version 2 completely replaces version 1 of a service request.

During the processing of a service request, Qwest will maintain a status indictor. These status indicators are applicable to service requests. They are as follows:

Service Request Status Indicators	Description
Submitted	The service request is set to "Submitted" status when it has been submitted to IMA for processing.
In Review	The service request is set to "In Review" status if it is currently being manually processed, if it has been routed to a Service Center for processing, or if flow through is unable to create a service order.
Errored	The service request is set to "Errored" status if an internal error occurred during flow through or manual processing. An external error was identified during manual processing and a Non Fatal Error Notice was issued.
Partial	The service request is set to "Partial" status if it was submitted for flow through and a full service order could not be created.
Issued	The service request is set to "Issued" status if service order(s) have been issued in the SOP and a FOC has been issued.
Rejected	The service request is set to "Rejected" status if it contained fatal error(s) and a Reject Notice was issued.
Completed	The service request is set to "Completed" status if all service orders associated with the service request

	are completed in the SOP.
Canceled	The service request is set to "Canceled" status if a supplement to cancel the service request was received and processed.
Jeopardy	The service request is set to "Jeopardy" status if there is a facility or Customer Not Ready (CNR) issue related to one or more service orders associated with the service request or a fatal Reject condition is identified after a FOC has been issued.

A "SUP" field entry, containing one of three valid entries, is required on the LSR form for all supplemental service requests:

- **1 = Cancel** - Indicates pending service request is to be canceled in its entirety. Once Qwest has accepted your service request and you determine you want to stop processing, a SUP to Cancel is required. If the SUP to cancel is successfully submitted, received by Qwest for processing, and none of the service orders related to the previous version of the service order are complete, Qwest will process the supplemental and cancel the pending service request in its entirety. SUP 1 (Cancel) service requests must be received by 12:00 noon Mountain Time the day prior to the scheduled due date. Various processing scenarios related to Cancel supplemental service requests are:

Scenario	Processing
A SUP 1 (Cancel) is not successfully submitted and not received by Qwest for processing (Negative 997 if EDI or BPL. Reject if IMA GUI) This includes cases when any of the service orders are complete.	The previous version of the service request is worked to completion unless Qwest receives a supplemental service request.
A SUP 1 (Cancel) is successfully submitted and received by Qwest for processing. None of the service orders related to the previous version of the service request are complete.	• IMA updates the SUP service request status to Submitted when the SUP service request is received. • Qwest stops processing the previous service request and begins processing the SUP service request. • A Cancel Notice is issued (manual or auto depending on flow through eligibility) • IMA updates the service request status of the SUP service request and the previous service request(s) to Cancel when the Cancel Notice is issued.

- **2 = New Desired Due Date** - Indicates pending service request

requires only a change of desired due date. SUP 2 (Desired Due Date change) service requests must be received by 12:00 noon Mountain Time the day prior to the scheduled due date. Various processing scenarios related to New Desired Due Date supplemental service requests are:

Scenario	Processing
A SUP 2 (Due Date Change) is not successfully submitted and not received by Qwest for processing (Negative 997 if EDI or BPL Reject if IMA GUI)	The previous version of the service request is worked to completion unless Qwest receives a supplemental service request.
A SUP 2 (Due Date Change) is successfully submitted and received by Qwest for processing and any of the service orders on the previous version are complete.	• IMA updates the SUP service request status to Submitted when the SUP service request is received. • Qwest starts processing the SUP service request, stops processing the previous version, and the previous version's status remains Issued. • When it is determined that one or more of the service orders related to the previous service request are complete, processing stops for the SUP service request. • A Reject Notice is manually issued on the SUP service request • IMA updates the SUP service request status to Reject when the Reject Notice is issued on the SUP service request. • Qwest continues processing the previous service request when the Reject Notice is issued on the SUP service request. • The previous service request is worked to completion and a LSR Completion Notice is issued.
A SUP 2 (Due Date Change) is successfully submitted and received by Qwest for processing, none of the service orders on the previous version are complete, and the due date requested is not within the Standard Interval.	• IMA updates the SUP service request status to Submitted when the SUP service request is received. • Qwest starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it

	was superceded (Submitted, In Review, Issued, or Jeopardy). • If the service order(s) has *been issued, the service order(s) due date is changed to the next available due date within the Standard Interval.* • If the service order(s) has *not been issued, the service order(s) is issued to process the SUP service request with the next available due date within the Standard Interval.* • A FOC is manually issued on the SUP service request indicating the new service order due date. If the new due date is different than what was requested, the CFLAG is marked on the FOC. • IMA updates the SUP service request status to Issued when the FOC is issued. • The SUP service request is worked to completion and a LSR Completion Notice is issued unless Qwest receives a supplemental
A *SUP 2 (Due Date Change) is successfully submitted and received by Qwest for processing, none of the service orders on the previous version are complete, and the due date requested is within the Standard Interval*	• IMA updates the SUP service request status to Submitted when the SUP service request is received. • Qwest starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it was superceded (Submitted, In Review, Issued, or Jeopardy). • If the service order(s) has been issued, the service order(s) due date is changed to the date requested. • If the service order(s) has not been issued, the service order(s) is issued to process the SUP service request with the date requested. • A FOC is manually issued on the SUP service request indicating the new service

		order due date.
		• IMA updates the SUP service request status to Issued when the FOC is issued.
		• The SUP service request is worked to completion and a LSR Completion Notice is issued unless Qwest receives a supplemental

- **3 = Other** - Any other change being requested for a pending service request. If a SUP 3 requesting Other changes is successfully submitted, received by Qwest for processing, and none of the service orders related to the previous version of the service request are complete, the supplemental will be processed. If the supplemental is accepted for processing, the requested changes may affect the previously agreed upon due date. SUP 3 (Other changes) service requests must be received by 12:00 noon Mountain Time the day prior to the scheduled due date. Various processing scenarios related to Other supplemental service requests are:

Scenario	Processing
A SUP 3 (Other Changes) is not successfully submitted and not received by Qwest for processing. (Negative 997 if EDI or BPL Reject if GUI)	The previous version is worked to completion and a LSR Completion Notice is issued unless Qwest receives a supplemental
A SUP 3 (Other Changes) is successfully submitted and received by Qwest for processing and any of the service orders on the previous version are complete.	• IMA updates the SUP service request status to Submitted when the SUP service request is received • Qwest starts processing the SUP service request, stops processing the previous version, and the previous version status remains Issued. • A Reject Notice is manually issued on the SUP service request when it is determined that one or more of the service orders associated with the previous version are complete • IMA updates the SUP service request status to Reject when the Reject Notice is issued on the SUP service request • Qwest stops processing the SUP service request and continues processing the previous service request. • The previous service request is worked to completion and a LSR Completion Notice is

	issued

A SUP 3 (Other Changes) is successfully submitted and received by Qwest for processing, none of the service orders on the previous version are complete, and the SUP service request contains a Non Fatal Error condition.	• IMA updates the SUP service request status to Submitted when the SUP service request is received
	• Qwest starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it was superceded (Submitted, In Review, Error, Reject, Issued, or Jeopardy).
	• A Non Fatal Error Notice is manually issued requesting a new SUP to correct the error condition
	• IMA updates the SUP service request status to Error when the Non Fatal Error Notice is issued.
	• If the new SUP to correct the error condition is not received within 4 hours, the SUP service request is Rejected:
	   o A Reject Notice is manually issued explaining why the SUP service request is being rejected
	   o IMA updates the SUP service request status to Reject when the Reject Notice is issued
	   o Service orders associated with the previous service request are canceled
	   o A new SUP to correct the error condition is required to continue processing the PON
	• If the new SUP to correct the error condition is received within 4 hours, the new SUP service request is processed

A SUP 3 (Other Changes) is successfully submitted and received by Qwest for processing, none of the service orders on the previous version are complete, and the SUP service request contains a Reject condition.	• IMA updates the SUP service request status to Submitted when the SUP service request is received • Qwest starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it was superceded (Submitted, In Review, Error, Reject, Issued,

	or Jeopardy). • A Reject Notice is manually issued explaining why the SUP service request is being rejected. • IMA updates the SUP service request status to Reject when the Reject Notice is issued. • Service orders associated with the previous service request are canceled. • A new SUP service request to correct the Reject condition is required to continue processing the PON.
A SUP 3 (Other Changes) is successfully submitted and received by Qwest for processing, none of the service orders on the previous version are complete, and the SUP service request contains no errors.	• IMA updates the SUP service request status to Submitted when the SUP service request is received • Qwest starts processing the SUP service request, stops processing the previous version, and the previous version remains in the status it was at the time it was superceded (Submitted, In Review, Error, Reject, Issued, or Jeopardy). • If the service order(s) has been issued, the existing service order(s) is updated, or canceled and a new service order(s) is issued as necessary to process the requested change. • If the service order(s) has not been issued, the service order(s) is issued as necessary to process the SUP service request • A FOC is manually issued on the SUP service request indicating the new and/or changed order information • IMA updates the SUP service request status to Issued when the FOC is issued • The SUP service request is worked to completion and a LSR Completion Notice is issued unless Qwest receives a supplemental

Supplemental Versioning and Error Corrections

If the original service request version is "1", the starting version of a supplement is "2". For every supplement issued, a confirmation may be returned if the service request processed through our systems before receipt of a subsequent supplement. Qwest advises, but does not require,

you wait until the current supplement is confirmed, or an error is received, before you issue another supplement. Error correction handling includes:

- If a system generated FATAL error is returned, correct the supplement and re-issue it with the same version number.
- If a manually generated FATAL error is returned, correct the supplement, increment the version number, and re-issue it.
- If the supplement fails Qwest's system edits, you will receive an Acknowledgment (FATAL) with one or more fatal error codes. Resolve the errors and resubmit the supplement.
- If a supplement fails Qwest's system edits or another error is manually detected, correct the supplement, increment the version number, and reissue the supplemental service request.

When your supplemental service request is accepted, a confirmation indicating Qwest accepted the service request is returned and, after our service order processing systems accepts the service request, a FOC is sent.

Issuing Supplemental Service Requests - Non IMA

If you do not use IMA, fax your supplemental service requests to Qwest (see Contacts section of this document). We will compare the supplement with your previously submitted service request, and verify the original service request is not completed or rejected prior to processing your supplemental service request. If your original service request was canceled or completed, you will need to submit a new service request with a new PON assigned by you.

A rejected service request is not considered a candidate for a supplement Make the appropriate changes and re-fax the rejected service request.

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Acknowledging Service Requests

After your service request is submitted via the Order Submit Confirmatior screen, IMA confirms the order. A message advises you if your submission was successful and the type of service request submitted.

Reviewing IMA Queue

When service requests are submitted after normal operating hours, IMA places your service request in a queue until normal operating hours for processing. When normal operating hours are in effect, you can review a list of your service requests in the queue by entering any one of the following:

- CCNA - Customer Carrier Name Abbreviation
- CC - Company Code
- User ID - IMA log-on ID (Creator of original service request, blank for all saved service requests)
- PON - Purchase Order Number of service request to be displayed (blank to display all)
- LSRID - LSR number

IMA displays:

- Queue Status of the service request in the queue
- Queue Date service request was placed in the queue
- Purge Date service request will be purged from the list
- Remove From List to remove a non-accepted service request
- Display Errors on service requests that were not accepted
- Open Highlighted Opens the service request for editing

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Monitoring Service Request Status - IMA

Qwest's IMA GUI tool offers a variety of ways to monitor the status of your service request during and after the ordering process is complete. Refer to the IMA User's Guide for more details on monitoring your service requests in IMA.

Monitoring Service Request Status - Non IMA

If you do not use IMA you may obtain a status of your service request by calling the ISC with the PON and one or more telephone numbers on the service request. The ISC will provide the status, or negotiate a commitment as to when they can provide a status.

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Status Response Intervals

A response interval, assigned according to your inquiry or reason for contacting the ISC, is entered in Qwest's Call Center database once the reason for your call is determined. When a response interval is assigned, you will be advised as to when to expect a call back from a Service Delivery Coordinator (SDC) who will provide you a status update every 2 hours until your situation or concern is resolved. While not an all-inclusive list, the following illustrates response intervals based on the reason for your call:

- 2-Hour Response Interval
  - Your end-user is out of service due to recent order activity
  - Request to change a due date on a service request that is due to be completed today
  - Request to cancel a service request that is due today
  - LNP concurrence needed
  - Service request rejected and additional information is needed
  - Non-fatal error notice requires further information
  - Port has gone bad, work back needed (End-user may or may not be out of service)

- 24-Hour Response Interval
  - Service request status
  - Status request for a service request not due today
  - How to complete service request questions that are not IMA Help Desk related
  - Assistance needed with an address validation
  - Resend of a FOC or other notices that can be resent
  - IMA functionality
  - Jeopardy notice received and further explanation is needed
  - Additional information needed for a requested service that

has become a delayed order
- o DMARC location or information for a completed service request
- o CFA information for a service request that is not yet placed, due today, or in a reject status
- o Assistance with the data contained on a Loss or Completion report

- • 48-Hour Response Interval
  - o End-user's CSR reflects non published directory listing, however, service request was to publish listing in the telephone directory
  - o General directory listing related questions such as how to se up a listing or provide definition of a listing
  - o Assistance with an archived service request

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Delayed Service Request Handling

A request for service is considered delayed when a service order cannot be provisioned due to lack of facilities or lack of qualified facilities in the Central Office, in the local loop from the Central Office to the end-user, or between Central Offices.

When Qwest receives a request for service at a location where no are available, a SDC in our Wholesale Delayed Order Monitoring Group will contact you to advise you of the delayed order status and reason. You will be referred to Qwest's Held Escalated Expedite Tool (HEET) for ongoing status if your service was requested on an ASR.

Once facilities are available for your service request, a SDC from our Wholesale Delayed Order Monitoring Group will contact you to advise you of our earliest possible due date. Qwest's Wholesale policy is to serve as your advocate by tracking all delayed service requests and communicating with you while working closely with our internal Network organizations to facilitate closure of a delayed order.

If you submit a service request for UNEs and Qwest does not have the facilities available to meet that request based upon your requirements, you have a number of options:

- • Resubmit your request when facilities to become available
- • Request service via Qwest's CLEC Requested UNE Construction Process (CRUNEC). Refer to CLEC Requested UNE Construction for additional information regarding CRUNEC.
- • Request service via Qwest's Private Line (Special Access) Services. Special Access Services are ordered on ASR forms.
  - o In Colorado and Washington, Qwest will produce reports regarding Private Line (Special Access) Services ordered in lieu of UNEs in these states. These reports will be based upon self reporting by CLECs. If you choose to identify ASRs used to order Special Access Services in lieu of UNEs, the ASR form must be completed as follows:
    - ▪ The first 3 positions of the Project field must contain "LU#".
    - ▪ If the ASR is associated with a Project, type your project number after the "LU#" entry.
    - ▪ For information regarding how to complete the other

fields, refer to ASR Forms

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Escalations

You may initiate an escalation of your service request at any time during
the ordering process by calling the appropriate center. Refer to the
Contact Section at the end of this document for a list of Qwest's service
centers. Escalations begin with the Service Center's Supervisor then
progress to the Manager, Director, and Vice President levels within
Qwest.

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Training

Qwest 101 "Doing Business With Qwest"

- This introductory course is designed to teach the CLEC and Reseller
  how to do business with Qwest. It will provide a general overview
  of products and services, Qwest systems, ASR/LSR, reports, and
  web resource access information. Click here for Course detail and
  registration information.

IMA "Hands On"

- This introductory course is designed to teach the CLEC and the
  Reseller to efficiently use Qwest's IMA GUI tool to order wholesale
  products and services. Click here for Course detail and registration
  information.

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Contacts

Service Request Order Processing

To discuss order processing or status, or to send associated information
to the appropriate Center for processing, contact our Customer Service
Centers. Based on the location of your end-user and the type of service
you requested, Local or Access Services, our Service Center numbers are

- Service Requests for Interconnect Resale Services, Asynchronous
  Transfer Mode Services, Resale Frame Relay, Resale Centrex,
  Number Portability, INP, Unbundled Local Loops and Elements:

Location	Fax	Contact
ISC	888-796-9089	888-796-9087

- ASRs (e.g., LIS, SS7, STS) and Designed LSRs (e.g., DS1, DS3,
  some Centrex):

Location	Products & Services	Fax	Contacts
Des Moines	LIS	515-286-6160	888-537-0002
	Feature Group		800-261-9838
	Private Line, Analog/Digital, HiCap Services (e.g., DS1, DS3, Sonet, SS7, SHARP, SHNS)		800-244-1271
Salt Lake City	LIS	801-239-4070	800-335-5676
	Feature Group		800-335-5676
	Private Line, Analog/Digital, HiCap Services (DS1, DS3, Sonet, SS7, SHARP, SHNS)		800-270-6441
Minneapolis	Frame Relay	800-636-8721	800-285-8383

Qwest contact information is available in the Wholesale Customer Contacts

Qwest Wholesale Systems Help Desk can be contacted at 888-796-9102.

Note: Electronic System Interface Outage: In the case where IMA would be unavailable for an extended period of time, contact the Wholesale Systems Help Desk for assistance.

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Frequently Asked Questions (FAQs)

1. How are IMA status updates retrieved?
IMA retrieves status updates by the User ID of the person who submitted the service request. By default, this field contains the User ID of the person logged into IMA. If no User ID is entered, all User IDs for your company are returned. However, only two Statuses can be selected when viewing all User IDs. Status update messages can be displayed for up to 24 hours.

2. How do you issue a supplement to change a reserved appointment?
When your original service request has an appointment scheduled, the appointment must be changed before a supplement to change the Desired Due Date is accepted. Appointments are changed in IMA by using the Schedule Appointment option in Pre-Ordering and selecting a new appointment for the CCNA/PON on your service request.

3. Can a service requests be submitted in IMA when the service address does not exist in Qwest's address databases?
When your service request is a New (N) or Outside Move Transfer (T) Activity Type "ACT", and the address does not exist in Qwest's databases, you can use an override button (ANV= Y) to enter the address manually on the End-User Information, Centrex Resale Services, and Resale Private Line forms.

The override flags the address as Not Validated allowing you to submit the service request while alerting the ISC to process your service request manually. Your service request may be rejected if the address cannot be validated. The override flag is only used for New and Outside Move Transfer activity types. For all other activity types, if the address does not exit in Qwest's databases, contact the ISC for assistance.

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Last Update: July 8, 2002

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Qwest cannot provide interLATA long distance service originating, interLATA 8XX service terminating; or interLATA private line or d either end in the states of AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, and WY. Qwest provides Internet services in thes conjunction with a separately billed, required Global Service Provider (GSP).
On June 13th Qwest filed for approval to provide interLATA long distance in Colorado, Idaho, Iowa, North Dakota and Nebraska. Ur Telecommunications Act, decisions on pending applications are to be released 90 days from filing. Qwest's goal is to file for approv remaining nine states by the end of 2002.